

# PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION for the Month of JANUARY 2016

## Ridership

	FFY16 JAN	FFY15 JAN	Δ	FFY16 YTD	FFY15 YTD	Δ
<b>Carolinian</b>	17,526	19,996	-12%	93,563	100,134	-7%
<b>Piedmont</b>	11,595	12,243	-5%	54,837	59,565	-8%
<b>Total</b>	29,121	32,239	-10%	148,400	159,699	-7%

### Number of Trains

### Average Number of Passengers per Train

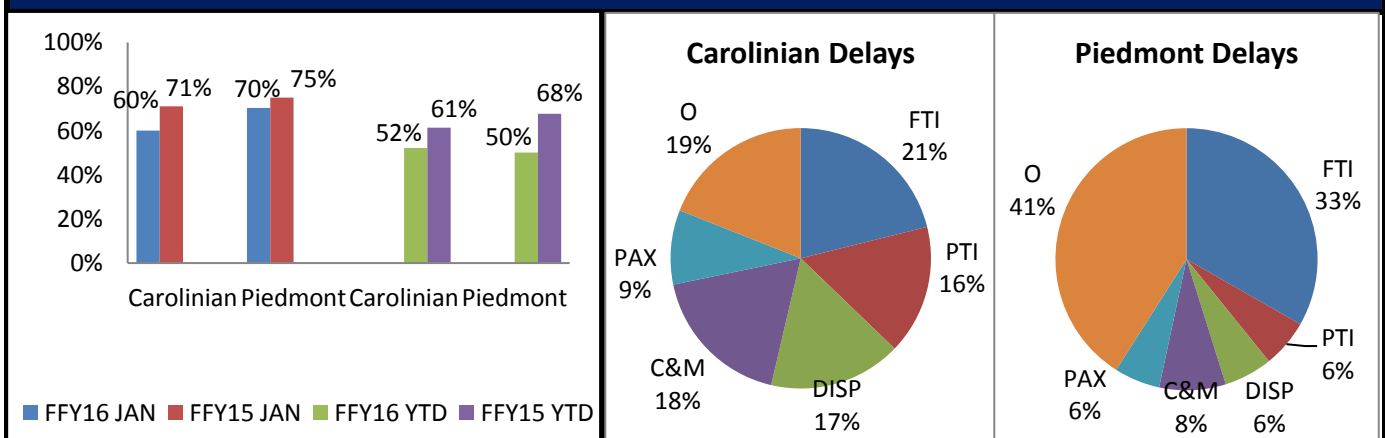
FFY16 JAN	FFY15 JAN	Service	FFY16 JAN	FFY15 JAN	Δ
60	62	Carolinian	292	323	-9%
118	122	Piedmont	98	100	-2%

## Revenue

	FFY16 JAN	FFY15 JAN	Δ	FFY16 YTD	FFY15 YTD	Δ
<b>Carolinian</b>	\$1,105,581	\$1,250,942	-12%	\$5,853,307	\$6,317,640	-7%
<b>Piedmont</b>	\$261,641	\$251,268	4%	\$1,183,027	\$1,239,415	-5%
<b>Total</b>	\$1,367,222	\$1,502,210	-9%	\$7,036,334	\$7,557,055	-7%
<b>Amenities</b>	Mo. Surcharge	\$15,233	Mo. Expense	\$1,145	Mo. Surplus	\$14,088

**January 2016 service modifications and annulments impacted six Piedmont trains and eight Carolinian train.** On Jan. 14, Train 73 terminated in Durham and Train 74 was cancelled due to NS freight train breakdown on single track just west of Durham. Trains 73 and 80 were cancelled on Jan. 23 and 24 due to winter weather; Train 79 operated from Raleigh to Charlotte only from Jan. 23 through 26; and Train 80 operated Charlotte to Raleigh only on Jan. 25 and 26. On Jan. 25, Trains 74 and 75 were annulled for PIP project work at Abbott's Creek bridge. Additional disruptions for PIP project work will continue to occur as necessary. Average gasoline prices were \$2.01/gallon in Jan. 2016 vs. \$2.24/gallon in January 2015 (EIA Weekly Retail Gasoline for Lower Atlantic region).

## On-time Performance



\*Carolinian and Piedmont delays were 6,273 and 4,099 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

## Overall Customer Satisfaction

	FFY16 DEC	FFY15 YEAR-END	Δ
<b>Carolinian</b>	68%	75%	-7%
<b>Piedmont</b>	88%	90%	-2%

\*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line and is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2015 were 79% for the Carolinian and 90% for the Piedmont; and for FFY 2016 are 77% for the Carolinian and 91% for the Piedmont. Overall December eCSI for all Amtrak services was 81%.

## North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Charlotte - Raleigh	Charlotte - Raleigh
2	Raleigh - Washington	Charlotte - Cary
3	Charlotte - Durham	Charlotte - Durham
4	Durham - Washington	Charlotte - Greensboro
5	Greensboro - Washington	Greensboro - Raleigh
6	New York - Raleigh	Cary - Greensboro
7	Charlotte - New York	Durham - Greensboro
8	Charlotte - Washington	Charlotte - HighPoint
9	Cary - Washington	Burlington - Charlotte
10	Greensboro - New York	Cary - Durham

\*Of the ten city pairs with the highest ridership, from the previous FFY month Charlotte - Washington had the largest increase of 12% and Greensboro - Washington the largest decrease of 27% for the Carolinian; Burlington - Charlotte and Charlotte - Raleigh both had the largest increase of 14% and Cary - Durham the largest decrease of 38% for the Piedmont.

## Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY16 JAN	FFY15 JAN	Δ
Charlotte	11,688	11,829	-1%
Raleigh	7,717	8,179	-6%
Greensboro	6,479	7,651	-15%
Durham	5,243	6,097	-14%
Cary	4,293	4,699	-9%
High Point	1,922	2,259	-15%
Wilson	1,606	1,877	-14%
Burlington	1,415	1,695	-17%
Salisbury	1,232	1,479	-17%
Kannapolis	1,078	1,339	-19%
Rocky Mount	930	1,086	-14%
Selma-Smithfield	416	529	-21%

\*The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.

## North Carolina Train Host Association

	FFY16 JAN	FFY16 YTD
Train Host Volunteer Hours	781	4,317

# Go. Reconnect.

